

**BSU Caller ID  
Terms & Conditions  
2009/2010**

**Caller ID Display Devices:**

BSU Caller ID service requires a caller ID display phone or a caller ID display unit. BSU Caller ID service does not include equipment. You are responsible for purchasing your own caller ID display device.

**Displayed Caller ID Information:**

The information displayed on your caller ID device will depend on the information available. Any of the following may be displayed: name only, number only, name and number, "unknown", "out of area", "cellular", "private", or no information.

**Cancellation:**

To cancel your BSU Caller ID service, you must complete a BSU Caller ID cancellation form. This form is available on our website at [www.bsu.edu/bsuconnect](http://www.bsu.edu/bsuconnect) or at our office, Telephone Services, 321 N. College Ave., Muncie, IN 47306. During the first week of classes, you may cancel BSU Caller ID service and receive a 100% refund.

After the first week of classes, you may cancel your BSU Caller ID service; however, you will not receive a refund unless you move out of University Housing (see Refund Policy).

**Change of Address:**

It is your responsibility to notify Telephone Services if you change your on-campus address and telephone number. Failure to notify Telephone Services if you change your campus address and telephone number does not qualify you for a refund of your prepaid BSU Caller ID service fee.

**Refunds:**

During the first week of classes, Telephone Services will refund 100% your prepaid BSU Caller ID fee without any questions. After the first week of classes, you will only be eligible for a refund of your prepaid BSU Caller ID fee when University Housing notifies Telephone Services in writing that you have moved out of university housing. The following schedule is used to calculate any refund for which you may be eligible.

Fall or Spring  
Week 1 - 100%  
Week 2 - 80%  
Week 3 - 60%  
Week 4 - 40%  
Week 5 - 0%

Summer  
Week 1 - 100%  
Week 2 - 50%  
Week 3 - 0%

If you prepaid for an academic year and did not return to campus for Spring Semester, upon written notification from University Housing, you will be refunded \$20.00  
All refunds will be processed through the University Bursar.

**Returned Checks:**

Ball State Telephone Services charges a \$15.00 service fee for each returned check. Returned check fees will be processed by the University Bursar.

*The information presented here, correct at the time of publication, is subject to change. Ball State University practices equal opportunity in education and employment and is strongly and actively committed to diversity within its community.*